

Traffy Fondue: LINE-Based Citizen Issue Reporting for Bangkok

City Innovation Library · Good practice · Thailand

Quality score: 81/100

Evidence strength: Observational / pre–post

Summary

A government LINE chatbot lets Bangkok residents report potholes, flooding and broken infrastructure with a geotagged photo. A peer-reviewed study of 98,000 reports found resolution time fell from months to about two days, satisfaction hit 91%, saving the city US\$2.14m a year.

Key dimensions

Dimension	Score
Evidence of impact / measured results	3/3
Transferability / demonstrated replication	2/3
Scalability	3/3
Sustainability / continuity	3/3
Innovation	2/3
Inclusiveness / equity	1/3
Multi-stakeholder collaboration	3/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-07

[National Electronics and Computer Technology Center \(NECTEC/NSTDA\), with Bangkok Metropolitan Administration](#) — accessed 2026-08-07

[Frontiers in Sustainable Cities \(2025 peer-reviewed study\)](#) — accessed 2026-08-07

[Bangkok Post: Traffy app hits 1m-case milestone](#) — accessed 2026-08-07

[Wikipedia overview \(adoption figures, May 2025\)](#) — accessed 2026-08-07

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